## Amendments to the Claims

Please amend the claims as follows.

1. (currently amended) A computer-implemented method of troubleshooting email gateway functionality with at least two modes of operation comprising the steps of:

determining at least one setting of an email gateway;

accepting external information entered by an input device and related to troubleshooting the functionality of the email gateway;

performing at least one troubleshooting routine in at least one of said modes to evaluate the email gateway functionality, wherein said at least one troubleshooting routine collects and tests at least one setting of said email gateway, and wherein said at least one troubleshooting routine includes separate collection and testing of at least one setting depending upon a reported functionality or lack thereof of said email gateway, wherein said reported functionality or lack thereof identifies whether the email gateway is receiving mail or delivering mail, and wherein said at least one troubleshooting routine includes separate collection and testing of a configuration depending upon whether the email gateway is receiving mail or delivering mail;

checking at least one setting of said email gateway based upon said external information; and

displaying information resulting from said checking of at least one setting.

2. (original) The method of troubleshooting email gateway functionality of Claim 1, wherein said external information is related to at least one of receiving mail, delivering mail, the direction of mail, a server address, and a domain address.

3. (original) The method of troubleshooting an email gateway functionality of Claim 1, further comprising the step of testing at least one function of said email gateway.

4. (original) The method of troubleshooting an email gateway functionality of Claim 1, further comprising the steps of:

determining at least one setting of a computer network interoperably connected to said email gateway; and

checking at least one setting of said computer network based upon said external information or information resulting from said check of at least one email gateway setting.

5.    (currently amended)    A computer program product comprising a computer-useable medium having a computer-readable code embodied therein with at least two modes of operation for performing a method of troubleshooting the functionality of an email gateway by a user computer, said computer readable code comprising:

first computer-readable code configured to cause said user computer to effect determining at least one setting of said email gateway;

second computer-readable code configured to cause said user computer to effect accepting external information entered by an input device and related to troubleshooting the functionality of said email gateway;

third computer-readable code configured to cause said user computer to effect performing at least one troubleshooting routine in at least one of said modes to evaluate the email gateway functionality, wherein said at least one troubleshooting routine of said third computer-readable code is configured to collect and test at least one setting of said email gateway, and wherein said at least one troubleshooting routine of said third computer-readable code is configured to include separate collection and testing of at least one setting depending upon a reported functionality or lack thereof of said email gateway, wherein said reported functionality or lack thereof identifies whether the email gateway is receiving mail or delivering mail, and wherein said at least one troubleshooting routine includes separate collection and testing of a configuration depending upon whether the email gateway is receiving mail or delivering mail;

fourth computer-readable code configured to cause said user computer to effect checking at least one setting of said email gateway based upon said external information; and

fifth computer-readable code configured to cause said user computer to effect displaying at least one resulting information associated with said checking of at least one setting.

6.    (original)    The computer program product of Claim 5, wherein said second computer readable code is configured to cause said user computer to effect accepting external information related to at least one of receiving mail, delivering mail, the direction of mail, a server address, and a domain address.

7.     (original)    The computer program product of Claim 5, further comprising:
sixth computer-readable code configured to cause said user computer to effect testing at least
one function of said email gateway; and
seventh computer-readable code configured to cause said user computer to effect displaying
at least one resulting information associated with said testing of at last one function of said
email gateway.

8.     (original)    The computer program product of Claim 7, further comprising:
eighth computer-readable code configured to cause said user computer to effect determining
at least one setting of a computer network interoperably connected to said email gateway;
and
ninth computer-readable code configured to cause said user computer to effect checking
at least one setting of said computer network based upon said external information or resulting
information associated with said check of at least one setting.

9.     (currently amended)    A computer system used to troubleshoot email gateway
functionality comprising:
a processor, operative to determine, accept, check, and display data;
a memory for storing data coupled to said processor;
a display device coupled to said processor for displaying data;
an input device coupled to said processor for entering external data related to
troubleshooting the functionality of the email gateway;
a computer-readable script with at least two modes of operation executable by said
processor, the script capable of determining at least one setting of an email gateway; accepting
external data; performing at least one troubleshooting routine in at least one of said modes to
evaluate the email gateway functionality, wherein said at least one troubleshooting routine of
said computer-readable script is capable of collecting and testing at least one setting of said
email gateway, and wherein said at least one troubleshooting routine of said third computer-
readable script is capable of including separate collection and testing of at least one setting
depending upon a reported functionality or lack thereof of said email gateway, wherein said

reported functionality or lack thereof identifies whether the email gateway is receiving mail or delivering mail, and wherein said at least one troubleshooting routine includes separate collection and testing of a configuration depending upon whether the email gateway is receiving mail or delivering mail; checking at least one email gateway setting based upon said external data; and displaying information resulting from said check of at least one email gateway setting.

10.     (original)    The computer system of Claim 9, wherein said computer-readable script is further capable of testing at least one function of said email gateway.

11.     (original)    The computer system of Claim 9, wherein said computer-readable script is further capable of:
        determining at least one setting of a computer network interoperably connected to said email gateway; and
        checking at least one setting of said computer network based upon said external data or said information resulting from said check of at least one email gateway setting.

12.     (currently amended)    A computer program product comprising a computer-useable medium having a computer-readable code embodied therein, the computer readable code comprising:
        a script with at least two modes of operation capable of interacting with a computer system and a computer network, wherein said script includes routines in said modes and selects at least one routine in at least one of said modes to collect and test the configuration of an email gateway of said computer system and said computer network, wherein said routines collect and test the configuration of said computer system and said computer network responsible for receiving and delivering email, and wherein said routines include separate collection and testing of at least one of the configurations depending upon a reported functionality or lack thereof of the email gateway, wherein said reported functionality or lack thereof identifies whether the email gateway is receiving mail or delivering mail, and wherein said routines include separate collection and testing of a configuration depending upon whether the email gateway is receiving mail or delivering mail.

13. (cancelled)

14. (cancelled)

15. (cancelled)

16. (previously presented)    The computer program product of Claim 12, wherein said routines include separate collection and testing of a configuration depending upon whether the email gateway is not receiving incoming or outbound mail.

17. (previously presented)    The computer program product of Claim 12, wherein said routines include separate collection and testing of a configuration depending upon whether the email gateway is not delivering incoming or outbound mail.

18. (previously presented)    The computer program product of Claim 12, wherein said script queries said computer system and said computer network for information to test the configuration of said computer system and said computer network.

19. (previously presented)    The computer program product of Claim 12, wherein said computer network is interoperably connected to a mail transport agent.

20. (previously presented)    The computer program product of Claim 19, wherein said script is written to collect and test the configuration of said mail transport agent.

21. (previously presented)    The computer program product of Claim 20, wherein said script provides feedback or possible solutions to problems based upon testing said configuration of said mail transport agent.

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